

Draft City of Greenville

2009 NCLM Conference Planning Committee
November 10, 2009
City Hall Room 337

In attendance: Thom Moton, Donna Raynor, Beverly Garrett, Wanda Elks, Nancy Brown, John Van Coutren, Rex Wilder, Wayne Bowers, Andrew Schmidt, Robin Edwards, Rhesa Tucker, Steve Hawley, Debbie Vargas, Sgt. Robert Brewington, Lt. Earl Phipps, Rex Wilder, Ann Tess, Mike Burton, Ken Jackson, Nancy Harrington, Don Octigan, and Bernita Demery.

Mr. Bowers thanked group for great event; Beverly distributed a copy of a letter that was sent to the NCLM Executive Director, Charles Ellis, requesting the city be placed in the rotation for upcoming conferences

Marketing – Steve noted that all went well; A copy of a picture of the planning committee was distributed to all members; Host City Booth very positive responses and good feedback on staffing; giveaways very popular

Budget – Wanda distributed a draft of the budget update with totals of \$87,599.85 for expenses turned in thus far and \$132,500 for sponsorships and a second budget broken down by committees. Mr. Bowers asked about money collected for the Spouses Program and it was noted that the League kept those funds. Future Spouses Programs may be handled differently to include a meal or other ticketed event; Donna suggested a setting a minimum attendance guide on programs; Mr. Bowers noted that Spouses Programs were hard to judge; The Ferguson Group sponsorship not in yet (\$2500); League guaranteed 550 for Host City Event to reimburse the City

Volunteers – Donna noted that a total of 553 total slots filled for volunteers (See attached information for details)

Hospitality – Rex said challenge on estimating numbers to feed but not much food was leftover; Holiday Inn Expressed offered the mini conference room and in the future to note that it was not a convenient location to see delegates; Host City Event encumbered 45 volunteers; ECU Ambassadors very impressive and went over and above the requests of them; Rex noted that the Hampton staff was excellent to work with; Beverly noted that vendors were glad to have information for them at the airport; Future planning to include staffing airport during hours of arrivals; Check with League staff to see if they can give updates on arrivals of vendors; Ann noted that they should place people there a day early for vendors arriving early; Mr. Bowers suggested the League add the vendor arrival information on the registration packets the League distributes to include their flight schedules if any. Volunteers could provide transportation to vendors also;

Taste of Greenville – John thanked Public Works for their assistance; Restaurants were pleased to be involved and could expand in future conferences pending larger venue; Thom suggested a lift truck or additional trucks so that the moving of tables, etc., would be one trip; Donna noted that volunteers didn't have any utensils to eat with; Thom noted that the cheerleaders were eating leftovers in the

Murphy Center and plans should be made to make all volunteers feel involved; Donna stated that she had told them that they could finish up what was left in the Center; She stated that she hadn't planned to feed them but the leftovers were going to be discarded; Thom stated a positive impression should be made.

Marketing – Steve suggested more sponsors or a single sponsor for the conference; Thom talked about cutoff dates—soft and final—and what would be included in sponsorships by date; Donna noted that the city having a logo was a plus

Housing – Rhesa – Suggested not using the Housing Bureau; Caused more problems than help; Next time plan for more housing and keep overflow areas; Thom asked if they Housing Bureau was a requirement. Andrew stated that it had been used by the League in the present years; 1027 hotel stays; Thom stated that during planning to make staff aware of what event was occurring so that they would be familiar with the event; Maybe Marketing could make information flyers to give to staff

Golf – Andrew stated there were 62 golfers; low turnout; Clubhouse would be too small for large group for banquet; Signs were big help; Box lunches popular; Need to make sure signs are taken down the night after the tournament; Thom had taken down some signs; Andrew stated his volunteers had been instructed to remove signs

Spouses Program – Pat stated that everyone enjoyed themselves; Numbers were low; People didn't want to pay \$10; May want to simplify program in the future; Dallas was a big hit; Mr. Bowers noted that the spouses liked to do their own thing and visit and not to worry about numbers

Charity – Robin noted that \$1,035.00 was collected and most was through the sale of shirts; Gerry suggested more publicity in the future; Mr. Bowers noted it was not listed in the program; Robin suggested a raffle be considered; Donna mentioned there was confusion over location of table; Mr. Bowers suggested that the Charity is noted at the Opening Session to bring it to the forefront; Nancy said that some money was donated by vendors; Robin also noted that vendors were asking for a refreshment area; Thom said that may need to be a future area—Vendor Hospitality

Entertainment – Rhesa said that all went well except the girl that was to sign the national anthem didn't show up; A Hilton employee's husband, Jeannette Keyes, had her husband, Ruffin sing and he was awesome; Thom noted that Lisa did a great job and it was a good committee to have one person on; Rhesa thought having one person in charge of entertainment was a positive; Debbie noted that the music, Motown, was too loud; Donna stated it was too dark; John stated a good sound crew could modify the speakers so that it was enjoyable for all; Debbie suggested a point person for the sound people in the future; Ann noted that the Entertainment people should have coordination with Hospitality for vendors

NCBEMO – Debbie noted that NCBEMO stayed on schedule but attendance was poor;

Shuttle/Transportation – Ken felt all went well noting it was a challenge to be about to gauge numbers; Would like to know more ahead of time; Better communication for paratransit needs; Nancy thought it went well and was under budget; Signage good

Environmental – Wes was good; Thom noted better planning on placement of containers;

Safety/Security – Mike Burton had no transports; Sgt. Brewington stated went well; only 2 issues and one after hours; Laptop stolen on Monday at Convention Center; investigation underway; and someone arrested on Sunday night but not a participant; Thom noted that there would be more security in the pre-function area in future conferences during moving situations; Someone's laptop disappeared from their suitcase also; Fruit basket stolen at a hotel per Donna;

Host City – Wayne Bowers – Lots of compliments; Band didn't show---only five but they stayed; Cheerleaders and Dance team were great addition; Rhessa stated the walk through was great; Transportation little slow getting there; Probably better not to wait for 4 buses to load; First four unloaded on wrong side; People didn't want to leave Murphy Center; Plan for longer reception; Thom stated to have plenty of drink tickets available; Steve noted that the BMXers feel more pride from City; Thom noted the meeting prior to the event with Keith and how to keep them upfront and involved in the community needed to be discussed; Thom said volunteers did great; Need to have people to help locate seats when lights go off; Donna noted people needed when delegates exiting to help find buses;

Command Center – thanks to Rex for radios; John stated it was a challenge to have so many radios—maybe assign certain channels for next time; Make check in/out sheet for radios more visible; Donna also noted the need for a cell phone to be provided to the Volunteer Coordinators; Thom stated that phones and radios should be acquired earlier next time

Conference attendees don't know refreshment times; Have League put info on signs, ie "Refreshments back.... Or League Refreshments provided at what times.

Mr. Bowers noted that cities on even years had advantages. Request to be for 2016 for hosting the next conference. Not an election year;

Robin noted vendors looking for refreshments; Thom suggested a Vendor Hospitality Area;

Budget – Thom suggested that bills go through the Coordinators first to be initialed and then sent to Budget Committee for final payment/billing issues; One extra step but a needed one;

Steve suggested a Sponsorship Committee

Beverly Garrett, Recorder
City Manager's Office